



### *How to Get a Commerce Learning Center Username and Password*

#### Current Account Holders

If you had an account in the former Learning Management System, an account was created for you in the Commerce Learning Center as of June 1, 2007.

1. Look for an email from [CLCsupport@doc.gov](mailto:CLCsupport@doc.gov). It contains your username and temporary password
2. Your email address is your username for the Learning Center.
3. To obtain your password, contact your bureau's support staff from the [Contact Us](#) page.

#### New Account Holders

If you became a Commerce staff member after June 1, 2007, the following applies to you.

1. An account was created for new Commerce staff, as defined by your bureau, within two pay periods of entrance on duty.

2. Your bureau added your name to the periodic data feed that created your account.
3. Your username for the Learning Center is your email address.
4. You should receive an email from [CLCsupport@doc.gov](mailto:CLCsupport@doc.gov) with your username and password within one to two pay periods of entrance on duty.
5. If you have not received an email with your username and password within 30 business days of entrance on duty, please contact your bureau's support staff from the [Contact Us](#) page.

#### New Staff Who Do Not Yet Have Accounts

1. An account will be created for new Commerce staff, as defined by your bureau, within one to two pay periods of entrance on duty.
2. Your bureau adds your name to the periodic data feed that creates your account.
3. Your username for the Learning Center is your email address.

4. You will receive an email from [CLCsupport@doc.gov](mailto:CLCsupport@doc.gov) with your username and password within one to two pay periods of entrance on duty. If you have not received an email with your username and password within 30 business days of entrance on duty, please contact your bureau's support staff from the [Contact Us](#) page.

*NOTE: Ad hoc accounts cannot be created in the Commerce Learning Center to avoid establishing duplicate accounts for a single person. Accounts can only be created through the official bureau data feed.*

<http://learning.doc.gov>



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